## CONTENTS

<table>
<thead>
<tr>
<th>Page</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction</td>
</tr>
<tr>
<td>2</td>
<td>About Springer Nature</td>
</tr>
<tr>
<td>4</td>
<td>Foreword from the Chairman and CEO</td>
</tr>
<tr>
<td>6</td>
<td>What responsible business means to Springer Nature</td>
</tr>
<tr>
<td>8</td>
<td>Grand Challenges</td>
</tr>
<tr>
<td>10</td>
<td>Advancing discovery</td>
</tr>
<tr>
<td>16</td>
<td>Advancing learning</td>
</tr>
<tr>
<td>18</td>
<td>People and partners</td>
</tr>
<tr>
<td>24</td>
<td>Responsibility to the environment</td>
</tr>
<tr>
<td>28</td>
<td>Responsibility to the community</td>
</tr>
<tr>
<td>32</td>
<td>Key data</td>
</tr>
<tr>
<td>33</td>
<td>How we report</td>
</tr>
</tbody>
</table>
Springer Nature is a leading global research, educational and professional publisher, home to an array of respected and trusted brands providing quality content through a range of innovative products and services. We are the world's largest academic book publisher, publisher of the world's most influential journals and a pioneer in the field of open research.

In this, our first Responsible Business Report, we invite you to discover more about Springer Nature: about our values and the role we play in the communities where we operate around the world.

Every day, around the globe, our brands and imprints support the important work of millions of people – helping researchers and scientists to discover, students to learn and professionals to achieve their goals and ambitions.

“We believe every good idea should realise its potential.”
ABOUT SPRINGER NATURE

Formed in 2015 through the merger of Nature Publishing Group, Palgrave Macmillan, Macmillan Education and Springer Science+Business Media, Springer Nature now employs around 13,000 staff in around 50 countries, and distributes content in more than 180 markets.

Springer Nature advances discovery by publishing robust and insightful research, supporting the development of new areas of knowledge, making ideas and information accessible around the world, and leading the way on open access. Key to this is our ability to provide the best possible service to the whole research community: helping authors to share their discoveries; enabling researchers to find, access and understand the work of others; supporting librarians and institutions with innovations in technology and data; and providing quality publishing support to societies.

As a leading educational and professional publisher, Springer Nature also provides quality content through a range of innovative platforms, products and services. Our textbooks are used in classrooms, lecture halls and laboratories around the world.

2017 marked 175 years since Julius Springer founded his publishing company. In 2018, we celebrate the 175th anniversary of Daniel and Alexander Macmillan’s first foray into the book trade. These anniversaries, and others to come in the next few years, remind us of the roots from which the company continues to grow.

2015

2017
Springer 175th anniversary

2018
Macmillan 175th anniversary

2019
Nature Research 150th anniversary

2020
Scientific American 175th anniversary
BMC 20th anniversary
Springer Nature 5th anniversary

"Every day our imprints, books, journals and resources are used by millions of people."
Advancing learning and discovery in 2017

Highlights


**Groundbreaking issue of Nature**, ‘The Future of Work’, brought together research and comment into the dramatic shifts in the labour market caused by the growth in artificial intelligence and machine learning.

**175 years** since Julius Springer founded his bookstore and publishing house in Berlin in 1842. Marked anniversary with events themed around the future of the academic book, as we take his legacy into the 21st century.

NursingXperience – arranged by the Professional division of Springer Nature and the biggest yearly event for learning and networking for nurses in the Netherlands – attracted more than 3,500 people.

Launched **Springer Affordable Textbooks Campaign**, aiding students and helping institutional libraries deliver greater value across their campuses.

Launch of **Springer Nature Experiments**, to make the world’s largest collection of experimental protocols and methods more easily usable when planning and running experiments, helping to improve research lab productivity.

Expansion of SciGraph, our Linked Open Data offering, which collates information from across the research landscape to make data important to the research process more discoverable. The number of accessible data relationships expanded from 130 million to more than **one billion**.

**Lifetime & Robotics symposium** brought together 25 of the world’s leading roboticists to discuss trends and future impacts of robots designed to assist humans.

We enabled researchers to publish more than **90,000 open access articles** and there were around 240 million downloads of fully open access articles on the BMC, nature.com and SpringerLink platforms.

Nature Research, BMC and Springer Open signed up to the **San Francisco Declaration on Research Assessment**, which calls for improvements in the ways in which the outputs of scientific research are evaluated that look beyond the impact factor. We have also trialled mandatory use of ORCID identifiers for research published in Springer Nature journals, to help increase the recognition for their full body of work.

**Scientific American**’s Twitter feed now followed by more than **three million people**.

Macmillan Education launched its **English Medium programme** of curriculum materials for teachers, students and parents whose first language is not English. Beginning with textbooks for maths and science, the programme also offers a range of professional development and training for teachers using the materials.
Springer Nature builds on the firm foundations of strong values and great tradition. From the very start, taking on grand challenges was core to the mission of Julius Springer, who opened his first bookshop and academic publishing house in Berlin 175 years ago. Being passionate about progress through the power of knowledge and equality, he stood up and fought for these enlightened principles in the German revolution of 1848. Daniel and Alexander Macmillan, the brothers who first set up in the book trade in London and Cambridge, UK in 1843, were driven by the same innate curiosity and belief in the positive impact that sciences, humanities and literature could bring to our daily lives.

The values of our founders continue to live strongly within Springer Nature. We serve researchers, teachers and professionals on every continent to advance their discovery. Over time, our role has changed to a great extent. Today, we not only edit and disseminate manuscripts, we share information, enable powerful collaborations across all disciplines and institutions, provide valuable data and analytical insights and use modern tools to help researchers, educators and professionals stay up to date and advance their careers.

As leaders in open research, we believe in unhindered access to the intellectual treasures that generations of wise women and men have brought to the fore. We follow and focus on the abundant opportunities of our times while tackling the grand, urgent societal challenges – from personalised medicine and the use of new materials, to life-long learning, climate change and sustainability. These challenges provide motivation and inspiration to many Springer Nature employees. It is also, as a company that publishes and brings together world-leading research, our responsibility to foster better understanding and evidence-based solutions to those challenges. Fortunately, our universe leaves many questions open for generations to come. Springer Nature aims to continue to play its progressive part in supporting the research community to answer these challenges successfully.

As a board, we are committed to developing Springer Nature as a responsible business, working with a highly experienced executive management and a passionate employee base to create productive and meaningful changes for the benefit of all.

Stefan von Holtzbrinck
Chairman
As the son of two academics, and having grown up on a university campus, I have always appreciated the hard work and dedication that goes into advancing the scientific record. It has been a privilege for me to join Springer Nature as CEO. I have found a company where employees are driven to make a difference by advancing science, learning and discovery, working closely with the teachers and researchers who are inspiring minds and taking bold steps to answer difficult questions. Our business exists to serve these communities' needs.

This is why Springer Nature has led the way in open access and why it continually invests in technology solutions – both to respond to the emerging challenges of researchers and to better serve them in their quest to advance discovery.

Springer Nature is an important part of a global ecosystem for the creation and dissemination of knowledge. Responsibility comes with this: to our 13,000 employees, to the many thousands more we work with in the research, education and professional development communities, to those in our supply chain and our partners in the community, and to wider society. In January 2018, Springer Nature launched Nature Sustainability, a new journal bringing together interdisciplinary research to discuss sustainability policy dimensions and possible solutions. We cannot ignore our organisation's own responsibilities and our impacts.

In developing this, the first Springer Nature Responsible Business Report, I have felt proud to hear about wide-ranging business and employee-led initiatives – only some of which have been compiled here – and the management board and I have listened to those areas where we can make improvements. Our ambition is to be the most progressive and respected publisher of research and education materials. The Springer Nature Grand Challenges programme, launched in 2017 (discover more here), extends this ambition to a wider audience. We have work to do to improve data collection and set our longer-term responsible business strategy and I look forward to reporting more on this in our next report.

Daniel Ropers
Springer Nature CEO
What responsible business means to Springer Nature

How education and research connect...
We have a shared vision and common values across our research, education and professional businesses. Our vision is to be the most respected and progressive publisher in our fields.

As a global publisher of education and curriculum materials and of evidence-based research, it is no surprise that Springer Nature’s stakeholders care about sustainability and business ethics. Our employees and our authors expect us to show respect for the environment and for the communities where we operate and to stand up for science and for robust research, especially where they are threatened.

Springer Nature works closely with a large global community of academic researchers and educators who, through their work, want to leave the world better than they found it, to solve problems and to disseminate their ideas.

These are principles many of us at Springer Nature share and that inform us as we develop better services for the research and education communities.

...to solve the world’s biggest challenges
Springer Nature advances discovery by supporting academic researchers to more easily, efficiently and effectively have an impact through their research, including in solving some of the world’s biggest challenges. This includes improving research processes and by creating better connections between professional researchers and the wider public. By breaking down traditional disciplinary boundaries and encouraging better knowledge sharing – whether between industry and academia, between teachers and students, or between governments and society – we have a role to play in developing innovative solutions to societal challenges.

In 2017, Springer Nature’s Grand Challenges programme was launched to inspire greater collaboration between those who want to have a positive impact and support the principles of the UN’s Sustainable Development Goals (discover more here).

Our Education business is focused on the developing regions of the world, raising educational standards and creating opportunities for learners. Macmillan Education has operated in South Africa for 100 years and in India for more than 125 years. By inspiring children with engaging and high-quality learning materials, we aim to create learners for life, whether they go on to higher-level study and research or move into work; through our education, higher-education and professional offers, Springer Nature can support every step of the way.

We believe that research is a global endeavour and the free flow of information and ideas is at the heart of advancing discovery. We support...
and give a voice to the science and education communities on national and international stages throughout the year, and are committed to supporting a better understanding of science in the media and general public. We believe that Springer Nature is the largest employer of science writers in the world. We provide support for several national science media centres, to train and support those writing about science in the press, and sponsor the John Maddox Prize for promoting science and evidence on a matter of public interest despite facing difficulty or hostility in doing so.

"Springer Nature has been working with institutional library partners to help them manage the transition from wholly print library archives to eArchives, eBooks and eJournal collections. Libraries in higher-education institutions around the world are increasingly reducing their physical storage space for books and journals, as more and more content is available in both digital and print format, or – increasingly – solely digitally. We offer support to librarians who are concerned about digital preservation of research archives and have conducted and shared research about the trends in adoption and user acceptance of new digital formats. The benefits of an increasingly digital library include reduced space and maintenance requirements, enhanced functionality (including portable access to content) and – importantly for librarians – greatly enhanced usage statistics compared with traditional formats.

SUPPORTING THE DIGITAL EVOLUTION OF INSTITUTIONAL LIBRARIES

For Science–Lel Elm, the Arabic language version of Scientific American, reached one million users, extending the understanding of science in the Middle East.

Springer Nature and Scientific American hosted a Science Meets Congress event on Capitol Hill on the topic Energy Solutions for a Sustainable Future, bringing together academics, government agencies and business to talk about energy transformation and the regulatory and funding frameworks needed to create a more sustainable energy mix.

Championed Springer Nature Storytellers, a blog and event programme that highlights the importance and utility of storytelling in science. Storytellers offers authors and potential authors training to better tell their own stories and so communicate their science.

We were key participants in Falling Walls, the annual gathering of leading scientists who present research each year on 9 November in Berlin (the anniversary of the fall of the Berlin Wall), supporting the interdisciplinary exchange of ideas and inspiring people to break down walls in science and society.

Editors-in-chief Mariette DiChristina and Philip Campbell chaired a number of science-led sessions at World Economic Forum (WEF) meetings in Davos and Dalian. Scientific American, in partnership with the WEF, published 10 Emerging Technologies to Watch – a list of ‘innovations that are on the verge of making a difference to society’.

GIVING SCIENCE A VOICE IN 2017

Springer Nature has digitised more than seven million articles and more than 240,000 books in the past decade, so that these can be held in perpetuity and accessed for the advancement of science around the globe.
Grand Challenges
Research-based solutions to real-world problems

As one of the world’s largest publishers, focused on academic research, educational content and science journalism, the dissemination and application of evidence-based sustainability research will allow Springer Nature to play its part delivering the Sustainable Development Goals (SDGs) launched by the UN in 2015. If the SDGs are to be delivered, it will require academia, business and policymakers to work together to address the world’s most pressing problems.

In 2017, Springer Nature launched its Grand Challenges programme, which aims to enable just this, by connecting policy and business leaders with the highest-quality research and analysis to help them generate and collaborate on solutions.

The programme launched with an initial focus on five challenges: climate change, global health, the food–energy–water nexus, a digitally transformed world and sustainable cities – topics with clear relevance to the SDGs.

The Grand Challenges programme features cutting-edge research from a wide range of science, engineering, social sciences and humanities disciplines, chosen to help practitioners develop innovative and effective policies, programmes and technologies to address global issues.

Steven Inchcoombe, chief publishing officer at Springer Nature, said, “Springer Nature is committed to advancing discovery by publishing high-quality and insightful research, supporting the development of new areas of knowledge, and making ideas and knowledge accessible around the world. Our Grand Challenges programme talks directly to this mission and invites academics, business leaders and policymakers to come together, to use, reuse and build on this research to generate new solutions to the world’s most pressing problems.”

Springer Nature has been publishing important research to advance discoveries in sustainability for many years and continues to develop new

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<thead>
<tr>
<th>Grand Challenge</th>
<th>Relevant Sustainable Development Goals</th>
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<tbody>
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</tr>
<tr>
<td>Global health</td>
<td><img src="image" alt="3: Good Health and Well-being" /></td>
</tr>
<tr>
<td>Food–energy–water nexus</td>
<td><img src="image" alt="2: Zero Hunger" />, <img src="image" alt="6: Clean Water and Sanitation" />, <img src="image" alt="7: Affordable and Clean Energy" /></td>
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<td>Digitally transformed world</td>
<td><img src="image" alt="4: Quality Education" />, <img src="image" alt="8: Decent Work and Economic Growth" />, <img src="image" alt="9: Industry, Innovation and Infrastructure" /></td>
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We have been trialling two sustainability-led projects, the first of their kind to acknowledge the fundamental contribution of peer reviewers in the scientific publishing industry, through a non-profit partnership.

Peer reviewers are enabling people in developing countries to access safe drinking water as the result of a collaboration between Springer’s journal *Environmental Earth Sciences* and a non-profit humanitarian organisation, Filter of Hope – Clean Water for Life, that serves people in more than 40 countries. Its goal is to change the world through the distribution of highly effective and affordable water filters, which remove bacteria, protozoa and microorganisms from contaminated water sources, making it completely safe to drink. Since the initiative started at the beginning of 2017, 1,000 water filters have been distributed in Liberia, Nicaragua, Haiti, Honduras, Russia, Cuba and India.

BMC journal *Sustainable Earth* is supporting Earth Day Network’s Canopy Project, which works worldwide to strengthen communities through tree planting. The Canopy Project empowers organisations and citizens to conserve, repair and restore tree cover to their lands. Earth Day Network targets areas of the world most in need of reforestation, including in some of the world’s poorest communities, and land degraded by logging, fires, floods, hurricanes and earthquakes. The journal will donate one tree for every completed peer review report.
Meeting research community needs

As a global publisher, Springer Nature is dedicated to providing the best possible service to the whole research community.

We help authors to share their discoveries; enable researchers to find, access and understand the work of others; and support librarians and institutions by creating innovative technology and data solutions.

We use our position and our influence to champion the issues that matter to the research community, taking a leading role in open research and being powerful advocates for the highest quality and ethical standards in research.

We make significant investments into the authors and manuscripts that we publish, and work to ensure they reach the widest audience possible. We do this:

• by helping develop ideas, finding the right journal for their research, and providing early editorial guidance so that the work submitted is the best it possibly can be

• through rigorous quality assurance processes, including peer review, to ensure the published research stands up to the highest level of scrutiny

• by publishing the research itself, in readable and accessible formats, and across well-maintained and developed access platforms.

Today, globally, around 30% of all research published by Springer Nature is published under an immediate open access model.
Improving the publishing process
As a global publisher, one of the most effective ways we can advance discovery is by improving the integrity and speed of the publishing process to the benefit of the whole research community.

We believe that our primary duty as a leading research publisher is to ensure that authors who trust us to publish their work do so in the confidence that we will make every effort to ensure that it is as discoverable, accessible, understandable, usable, reusable and shareable as possible.

Research integrity
Springer Nature is committed to our role as guardians of the scientific record and to striving to ensure that all published content reaches appropriate editorial and ethical standards. We aspire to the highest levels of integrity in research, and seek to identify incidences of misconduct and take appropriate action where there are concerns.

As a member of the Committee on Publication Ethics (COPE), Springer Nature is guided by the COPE principles in handling cases of research and publication misconduct. COPE provides online resources for editors and forums to discuss difficult cases. We have a Code of Conduct for editors-in-chief, which sets out standards we expect from our external editors in relation to publication ethics.

Springer Nature’s Research Integrity Group supports our journals and books in delivering a positive and proactive approach to identifying and preventing publication misconduct and encouraging sound and reliable research practices. The group aims to ensure our journals adhere to editorial best practice and supports in-house staff and external editors when there are concerns about research integrity or when retractions or corrections may be required.

It does this by:
• providing resources for authors, peer reviewers and editors on publication ethics issues
• promoting both the adoption of best practice by all stakeholders involved in the scientific process, and the ethical conduct, reporting and evaluation of scientific research
• investigating unethical practices, while ensuring all involved – authors, reviewers, editors and readers – are treated fairly
• requiring responsible and ethical publication behaviour when unsound or unethical practices are found
• correcting parts of the scientific record when needed because of unsound, unethical practices or honest mistakes.

All issues raised with our journals or staff, or through our systems, are investigated. If employees or others whom we work with have concerns about research integrity, these can be raised through an editor or through our confidential whistleblowing system, Speak-Up (discover more).

Good mentoring of researchers is key to encouraging robust integrity practices. Nature has run the Nature Awards for Mentoring in Science for the past 12 years to encourage good practice and celebrate great mentors in the community (discover more).

Peer review
Peer review is at the heart of the research process and central to the integrity of the scientific record. In-house editorial staff spend thousands of hours identifying and selecting suitable peer reviewers and managing the process of peer review, to ensure and improve the quality of the scientific literature we publish – and, in doing so, advance discovery. We support our editors-in-chief, editorial board members, section editors, peer reviewers and authors by providing guidance and systems to enable them to improve manuscripts. We are also trialling innovative new practices through small-scale pilots such as peer-reviewer accreditation, and exploring more ambitious ideas such as the potential role of artificial intelligence.

The Focus on Peer Review online course, developed by Nature Masterclasses, uses video interviews with Nature Research journal editors, experienced peer reviewers and published authors to share key insights into the complexities of peer review. The content, which includes videos and interactive activities, provides users with a comprehensive and practical overview of the peer-review process. It focuses on four areas: the role of a peer reviewer, how to prepare a peer review report, the ethics of peer review and innovations in peer review.

Innovating across science communications
As the rapid evolution of technology creates ever more channels for the dissemination and amplification of research, we see our role as connecting people with the most relevant and important information, so that more can be learned and more can be discovered. We want to bring academic research to broader audiences in more engaging and accessible ways, and enable the sharing of both open access and subscription content.

Sharing content widely
SharedIt underlines Springer Nature’s commitment to enabling new research findings to be shared as widely as possible. Launched across the Springer Nature-owned portfolio in 2017, SharedIt was initially piloted in 2014, when it was the first time a publisher allowed free sharing of subscription journal articles. It allows authors and subscribers to post links to view-only, full-text subscription research articles anywhere – including on social media platforms, author websites, scholarly collaboration networks, in institutional repositories, even via email – allowing researchers to share their own and others’ research with colleagues and general audiences. The links are dynamic and will take readers to the most up-to-date version of record. SharedIt now covers more than 2,700 journals and, in its first year, SharedIt links were used to read Springer Nature articles more than 3.2 million times, by readers from more than 40,000 institutions. Links shared by authors were accessed...
1.15 million times and those included in news articles by media outlets more than 850,000 times.

**Access to research from developing countries**
We believe that we need to invest in education and scientific research in places where it’s needed but where people may not be able to afford it.

We achieve this by working globally with organisations such as Research4Life, INASP and CGIAR to support their initiatives.

Through these programmes, Springer Nature offers low-fee, and sometimes no-cost, access to research to contribute to efforts to reduce the scientific knowledge gap between industrialised countries and the developing world.

**Driving the development of open research**
Springer Nature has a long history of innovation across journals, books, databases and our publishing platforms, and we see the rise of open research in all its manifestations, including open data, as one of the major forces reshaping the way researchers communicate and collaborate to advance the pace and quality of discovery.

We have developed and offer open access options for authors through all our research imprints (BMC, Springer, Nature Research and Palgrave Macmillan) and across all disciplines. We’ve also taken bold steps to advance open access by flipping some of our best-known subscription or ‘hybrid’ journals, such as *Nature Communications*, to fully open access models and – in some cases – ‘flipping’ the research from many thousands of researchers active in whole countries. We believe that open research benefits the whole scientific and research community, facilitates collaboration, aids the application of research to solve real-world problems, fosters economic growth and increases the public’s appreciation and understanding of research – in essence, it advances discovery. Today, globally, 30% of all research journal content published by Springer Nature is published under an immediate (gold) open access model. We now publish 630 fully open access journals, and more than 1,800 Springer Open Choice (hybrid) journals. More than 70% of Springer Nature journal content published by authors from the UK, Sweden, Austria and the Netherlands is now published via gold open access.

**Opening up experimental data**
We believe that research data should be easy to find and access so that it can be used in other research programmes around the world, so have been proactively developing services to help the research community to share their data in reusable and accessible ways. We work closely with repositories and organisations that promote and support open standards across the global research community, including the Research Data Alliance (RDA), CODATA and FORCE11. Since 2014, *Scientific Data*, an online open access journal published by Springer Nature, has enabled researchers to get publication credit for describing their datasets, making them more useful and reusable; while *BMC Research Notes* enables researchers to publish short notes, observations and descriptions of data that might be useful for the community but would otherwise have remained hidden in a lab notebook or as a footnote in a dataset.

Following a successful pilot in 2017, an increased range of research data support services have been rolled out, aimed at helping institutions and funds to overcome some of the challenges that currently stand in the way of greater sharing of research data. Research data editors will curate and enhance metadata to improve its discoverability. Editors will also help authors draft summaries and data availability statements to improve human readability, data linking and citation. The new services can be used for any scholarly research data (including code, videos, images, text, raw and processed data) whether or not they are associated with a publication.

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1 Journals that offer both subscription and open access content.
Finding new ways to add value
We want to apply our skills and resources beyond publishing to better serve the needs of researchers. This may be by creating tools, services or training that help the research community to understand and utilise new ideas and concepts, or by providing the metrics and information that can help librarians and institutions to more effectively utilise their limited budgets. Our focus is always on investing in the services, tools and initiatives that add value to the community.

Innovating in academic book publishing
Springer Nature publishes more than 13,000 academic books each year. Academics who publish chapters in books have historically found it much harder to demonstrate the number of citations and views their work achieves. Working with metrics provider Altmetric, Springer Nature developed Bookmetrix, which provides real-time data about the reach, usage and broader impact of each book or chapter for all authors, editors and readers. Bookmetrix also captures articles and reviews and, in time, we want to make other collateral developed by academic research – such as data, code and video – more visible in the same way. Data on more than 260,000 books and 4.5 million chapters are currently made freely available via Bookmetrix. During 2017, there were more than four million user sessions.

Full recognition for academic work, with ORCID
We want our authors to share their discoveries and receive proper credit for doing so. In 2010, Springer and Nature Publishing Group were among the founders of ORCID, an interdisciplinary, open, not-for-profit organisation that provides researchers with a unique and personal ORCID identifier (ORCID iD) to link their publications to their unique record. In 2017, we introduced a trial to mandate ORCID iDs for corresponding authors publishing across 46 of our journals, because we believe the system provides vital information for all those involved in the process of publishing research. Springer Nature was the first organisation worldwide to implement ORCID in the workflow for books as well as journal articles. This not only enables academics from institutions all over the world to gain due credit for their work, but also supports research integrity by providing a credible source of reference for authors, peer reviewers and editors.

Supporting innovation outside Springer Nature
We know we don’t have all the answers to the challenges that face our business. Springer Nature LaunchPad meetings were created as a way of crowdsourcing knowledge and creating new partnerships with start-ups that have ideas and can create new opportunities in our industry. Two events in 2017, in Amsterdam and Berlin, introduced Springer Nature to eight innovation organisations that pitched ideas. We continue to work with four of these, allowing us to address challenges in our business in innovative ways, while

260,000
Data on more than 260,000 books and 4.5 million chapters are currently made freely available via Bookmetrix.

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We enable researchers to publish observations and descriptions of data that might otherwise have remained hidden in a lab notebook.
also supporting smaller organisations that may otherwise find it more difficult to develop as part of the supply chain of a global organisation. We hope to hold similar events in future.

Copyright and piracy
We believe that authors should retain copyright and receive clear credit for their work, whether published in our books or journals. As such, in 2017, we agreed to no longer take copyright from our primary research article authors and to switch to require only an exclusive Licence to Publish from them; implementation of this will begin in 2018.

It is important that we protect our authors against infringement of their intellectual property, while also considering the sensitivities and concerns of the research community. We proactively identify, monitor and take action against potential instances of infringement to ensure that any threats to the intellectual property rights of our authors are targeted, disrupted and, where possible, closed down. Any concerns about online piracy or physical counterfeiting can be reported to our anti-piracy team.

Complying with local rules and regulations
As a global publisher, we must take account of the local rules and regulations in the countries in which our authors live and in which we distribute our published content, including local distribution laws that can be applied in certain countries.

This has meant, for example, that access to a small percentage of our content, via our platforms and products, is limited in Mainland China and, during 2017, some of our authors and editors contacted us to express their concerns about this. When access to content is restricted, that content remains accessible and can be shared, used and reused by colleagues and the rest of the academic community in all the other markets where it is distributed, and can also remain accessible via some of our partners’ platforms, as is the case today in Mainland China. Our action was taken to safeguard access to more than 99% of our content, because we believe it is in the long-term interests of our authors, our customers, the scientific community and the advancement of research that the vast majority of our content continues to be accessible in Mainland China. We have and will continue to work with the Chinese regulators and other authorities to minimise the content affected. The fact that we need to comply with such local laws regarding the distribution of our content has no influence on our editorial policies or judgements on the content we publish; this is decided independently on the basis of the integrity and significance of the research alone, without any external bias or limitations.

3.2m
In its first year, SharedIt links were used to read Springer Nature articles more than 3.2 million times.
Springer Nature’s Education and Professional divisions create and support learners throughout their lifetimes.

Macmillan Education
Macmillan Education is a global publisher of curriculum resources – for primary, secondary and higher education – and English language teaching materials that aim to empower the world’s teachers to inspire students on their lifelong journeys in education.

For 175 years, Macmillan has been engaging curious minds. Today, Macmillan Education adapts and develops high-quality curriculum content and materials through books, digital resources and other tools, to meet the needs of teachers, students and communities, often working closely with different ministries of education.

Enabling better learning and discovery outcomes is our core responsibility as an educational publisher. With a business focused in developing regions of the world, we often work closely to support communities where we operate, including donating curriculum content and sponsoring educational activities in areas of severe disadvantage (discover more here).

- Macmillan Education operates in more than 120 countries worldwide.
- OneStop English, a resource site for teachers packed with resources in core subject areas such as skills, grammar and vocabulary, has more than 700,000 registered users in more than 100 countries.

In India, Macmillan Education curricula reach 10 million learners.
Curriculum and language learning

Mexico
Some 1.2 million students use our textbooks and curriculum materials in Mexico, where Macmillan Education and its local arm, Ediciones Castillo, working with the Mexican Secretary of Education, provide more than six million secondary school textbooks each year. We are also one of a number of publishers participating in a pilot programme to take English language instruction to primary-school students in state schools, providing materials to be used across the country.

Southern Africa
Macmillan Education South Africa, works closely with educational authorities across southern Africa to create engaging courses that are flexible enough to address the demands of rapidly changing curricula. We operate in South Africa, Botswana, Lesotho, Swaziland, Namibia and Zimbabwe.

India
We have been in the school and higher-education market in India for more than 125 years and are today partnering with more than 10,000 schools reaching more than 10 million learners. We produce learning materials for K–12 curriculum in both print and digital form, and offer assessments along with teacher training.

Higher Education
Our Higher Education division develops books and learning resources principally for university-level students, from undergraduate to graduate, with a focus on the social sciences, humanities, business and study skills. As well as publishing some of the most successful academic textbooks in print, we produce widely accessible eBooks and sophisticated, interactive eLearning products.

Affordable textbooks in the US and Canada
We are a leader in enabling students to access affordable textbooks in the US and Canada with the launch of a successful campaign targeting academic librarians in 2017. The campaign encouraged academic libraries to help reduce the financial burden on students by promoting the use of more than 8,500 designated Springer textbooks already freely available online via university licences.

Macmillan Explorers
Piloting in 2017, ahead of a full launch in 2018, Macmillan Explorers provides unlimited access to comprehensive sets of eTextbooks for university students and their student. The simulators also make a positive contribution to the environment, reducing overall emissions from driving lessons. One hour in a simulator produces 14 times less CO\textsubscript{2} than the equivalent lesson in an on-road vehicle (187g CO\textsubscript{2} rather than 2675g CO\textsubscript{2}). According to a study by Institut für Automobilwirtschaft (IFA), the use of driving simulators in Germany reduces the typical number of on-road driving lessons by between three and five hours. With around 300,000 simulator lessons a year using our system in Germany and France, this equates to an annual CO\textsubscript{2} saving of around 505 tonnes. Additional savings are made from reduced wear and tear on the cars.

ADVANCING ACHIEVEMENT

Springer Nature's Professional division is one of the leading professional information providers in Europe and includes Springer Healthcare, a leading medical communications and education provider, alongside businesses and brands in the areas of medicine, transport, business and engineering.

Keeping the medical sector up to date
In the medical sector, we provide doctors of all specialisations, as well as healthcare professionals, dentists, pharmacists and other experts, with high-quality content and updates about novel treatments and other developments. Springer Healthcare also has significant expertise in medical communications and medical education across all major therapy areas.

Improving safety and reducing emissions in driving instruction
Springer Nature's transport brands address requirements of professionals working in the fields of logistics, passenger traffic, car fleets and other areas. Our road safety education publishers are market leaders in several European countries.

The Vogel-Simulator is a popular tool used by driving instructors in France and Germany. It introduces learners to car driving in a realistic driving simulator. By creating a safe environment for initial lessons, the learner becomes familiar with how to handle the vehicle, making the first lessons in a car more comfortable for the driving instructor and their student. The simulators also make a positive contribution to the environment, reducing overall emissions from driving lessons. One hour in a simulator produces 14 times less CO\textsubscript{2} than the equivalent lesson in an on-road vehicle (187g CO\textsubscript{2} rather than 2675g CO\textsubscript{2}). According to a study by Institut für Automobilwirtschaft (IFA), the use of driving simulators in Germany reduces the typical number of on-road driving lessons by between three and five hours. With around 300,000 simulator lessons a year using our system in Germany and France, this equates to an annual CO\textsubscript{2} saving of around 505 tonnes. Additional savings are made from reduced wear and tear on the cars.
Responsibility to our people

Springer Nature is a true people business. Our success is driven by our employees around the world, who come from more than 50 countries and are based in more than 100 office locations. Most of our people work in internationally dispersed and globally organised teams. We see this as a core strength of our business, particularly when it comes to hiring talent: for key roles, we search around the world to find the best person for the job, wherever they’re located. A very large proportion of our employees, in all the locations where we work around the world, are highly skilled and academically qualified – we estimate that around two-thirds of our employees are educated to master’s degree level equivalent or higher. In our research business, we often recruit people at the early stages of their career and provide them with the opportunity to gain important editorial and technology skills at Springer Nature. This enables them to develop their career within Springer Nature or beyond in the wider industry, or for some to return to academic research careers. This is one of the ways we stay well connected with the research communities we serve.

“Our leadership principles are relevant to all our employees and capture Springer Nature’s culture and ways we want to work with each other.”
Operating in a global way presents challenges, especially in how best to manage virtual teams, how to ensure good communication across geographies and cultures, and how to develop diverse leadership teams that reflect the whole workforce. We offer specific training to support our leaders in managing virtual teams and cross-cultural communication via our online learning platform, LEAP, which can be accessed from our offices globally. To make sure our employees can benefit from the learning opportunities offered, we regularly run online and on-site sessions to demonstrate how to use LEAP and its integrated online learning libraries, which employees can access for personal development.

Our Code of Conduct and leadership principles set out our expectations of all who work for Springer Nature: that all employees are treated fairly and respectfully by directors, managers and colleagues. Everyone at Springer Nature has a responsibility to help us maintain a safe and respectful workplace, free of any discrimination, harassment, unwanted physical contact, intimidation or bias.

Promoting diversity and inclusion
We embrace diversity and foster inclusion because it makes us stronger and provides greater opportunities for our people and our business. Since the end of 2016, a global Springer Nature diversity task force has been working to understand what the diversity challenges are for us as an organisation, and what we can do to be more diverse and more inclusive. We’re already a diverse organisation: 56% of our employees are female – which compares well with our benchmark companies – and we have employees in around 50 countries. But, like our benchmark group, the gender and cultural balance decreases with seniority and varies by region: for example, 41% of those in the three tiers of the organisation that include the management board and the next two reporting levels (comprising 303 of our approximately 13,000 staff) are women. Of this group, 68% are of European nationality, which doesn’t yet reflect our spread of revenues or staff numbers around the world. We value local-market and regionally specific knowledge and, around the world, most of our management teams have been hired locally and come from the region in which they are working and leading teams.

During 2017, our supervisory board and management board committed to launching a new diversity and inclusion (D&I) strategy, with a focus on how we promote both gender and cultural diversity in all our global decision-making bodies and other influential groups. We strive for a holistic view on all the ways we are different and we want to nurture diversity in its many dimensions. A new global director of D&I has been recruited and will take this strategy forward in 2018. The director will work closely with a D&I council of senior leaders, chaired by our general counsel, and a D&I advisory group, supported by D&I advocates and employee resources groups (employees who volunteer to support a specific initiative) representing many areas of the company.

For countries where there is a legal framework for diversity reporting, Springer Nature publishes additional information. This includes gender pay gap reporting required in the UK, where we report on all UK employing entities including, voluntarily, entities not covered by the legal requirements (discover more here).

Our success is driven by our employees around the world.

Photo by David Copeman
Forging a common culture

As a newly merged company, we’ve taken considerable care and effort since 2015 to determine how, collectively, employees of Springer Nature define their values and preferred ways of working. In 2016, through a set of collaborative workshops, we defined nine leadership principles. These leadership principles are relevant to all our employees, and aim to capture Springer Nature’s culture and ways we want to work with each other across the organisation. In February 2017, senior leaders attended the One Springer Nature conference, which, alongside business meetings, provided time for discussion about the common culture we want to create. This has proved an important piece of post-integration work and will be developed in 2018.

In 2016, we launched a global leadership programme for new and senior managers to enhance a common leadership framework that reflects company values. The programme aims to equip leaders with the tools and practices to lead in a complex environment, while helping them to live and breathe our new leadership principles. In 2016–17, 389 leaders attended 37 programmes, run at 10 locations in four languages, more of which will be scheduled for 2018 to help develop better consistency in how our leaders act across our global operations.
Listen and engage with people is one of our leadership principles. In 2017, we developed a set of communications principles that help us deliver this principle, and we believe that everyone, at every level of the organisation, should be encouraged and supported to respectfully contribute their opinions. We proactively invite employees to share their ideas for, as well as concerns about, the business with their managers, works councils or information and consultation forums, and at town hall and other group meetings. Hive, our collaborative social platform, provides the space to openly exchange insights and views, and debate issues affecting Springer Nature. Employees and business partners, including authors, suppliers, editors and customers, who have questions or concerns about the way Springer Nature is operating, can raise these if needed via the Speak-Up system (discover more here).

Looking after our people
During 2017, work has been under way to understand the main health and safety risks to people who work for Springer Nature. We are planning to roll out a revised global health and safety policy in 2018. In the US, Germany and the UK, we provide a confidential employee assistance service to employees and their families when they need advice or support on issues around stress, finances or health and wellbeing. We also provide training modules in related areas, including resilience and stress management.

Sharing insights into business and culture
Our Cross-Cultural Internship programme began in 2006 and is unique in our industry. Each year, in February and August, a selected group of German and Dutch students and university graduates departs for the Springer Nature offices in Pune and Chennai in India, where they gain experience in project management, typesetting for books, periodicals and journals, image processing, design and pre-printing solutions across all areas of the publishing industry. The Cross-Cultural Internship programme creates the opportunity to gain fascinating insights into business and culture in India and to share German and Dutch culture with Indian colleagues. By integrating young students into working life in India, we contribute to intercultural understanding within our working environment and support this by participating in social development projects.

As well as the valuable work experience our interns gather in India, many participants have found career opportunities within Springer Nature following their internship. Around 165 people have participated in the programme so far, with more than 30% of those employed with us afterwards.

In February 2017, senior leaders attended the One Springer Nature conference, which provided time for discussion about the common culture we want to create.

Photo by David Copeman

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Responsible business practices

**Code of Conduct and policies**

Springer Nature’s Code of Conduct and Code of Conduct for Business Partners are essential frameworks that set out the guidelines and boundaries of behaviour for how we treat each other – as colleagues, suppliers and customers. Although we are a relatively new organisation in our current form, Springer Nature’s businesses have a strong set of common values and a collective desire to have a positive impact on society.

The codes of conduct build on the clear vision that describes how we operate at Springer Nature:

- As proactive partners, we build strong relationships with our suppliers and customers based on mutual respect and trust, ensuring we can all benefit from our collaborations well into the future.
- Our role as quality champions means we work harder to ensure the job is done in the best possible way. This means always acting with honesty and integrity, applying the same high standards to how we do things as to what we do.
- Leading the way as industry pioneers brings with it the responsibility to set an example for the rest of the publishing world – we should always strive to use our influence for good.

Springer Nature considers compliance with the laws and regulations that impact our business to be an essential part of acting responsibly. This means that:

- We will adhere to applicable laws even if this involves a business disadvantage.
- Where national laws are more restrictive than Springer Nature’s internal policies and guidelines, national laws take precedence. Equally, where local laws are less restrictive than Springer Nature’s codes and global policies, we expect our employees and other representatives to follow those codes and global policies, even if the conduct would otherwise be legal.

**Publishing and editorial policies**

To reflect our belief that scholarly communication is aided by greater transparency of the processes by which we operate, and as a demonstration of Springer Nature’s joined-up approach to being the most progressive research publisher, in 2017 we created a new home for our publishing and editorial policies on the Springer Nature website. The policies have been developed in consultation with the research communities we serve – including our authors, peer reviewers, external editors and library customers – and underpin our respect for academic independence; our commitment to ensuring authors have a real choice in the type and mode of publication for their research; an understanding that this research needs to be published as quickly as possible while commanding the highest level of trust; our responsibility in safeguarding the scientific accuracy of the published record; and, via our connections with the communities we serve, our understanding of the changing needs of the academy.

**OUR SHARED VALUES**

**PROACTIVE PARTNERS**

Putting our customers at the heart of all we do, responding to their current needs and anticipating future opportunities.

**QUALITY CHAMPIONS**

Committed to delivering the highest possible standards in content, customer experience, technology and delivery.

**INDUSTRY PIONEERS**

Through influence and innovation, shaping the future of publishing for our communities and for society.

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Speak-Up is a confidential whistleblowing system hosted for us by an independent company and monitored by our compliance officers.
Editorial independence
Springer Nature respects the independence of the media and maintains a clear separation between editorial and paid content. We respect all applicable press codes of practice.

Discover more about our policies here.

Respect for human rights
We follow the UN Global Compact, the OECD Guidelines for Multinational Enterprises and the standards issued by the International Labour Organisation (ILO) — and we expect our business partners to do the same. Our annual Modern Slavery Statements set out more fully how we address and monitor these areas in our supply chain.

Our main areas of risk, and how we audit these, include:

- **Risk assessment** — We assess our supply-chain risk on an annual basis. We include the types of goods and services provided, the location they are provided from and the estimated annual level of spend.

- **Contractual clauses** — We are rolling out ethical conduct clauses, including audit rights, in relevant suppliers’ contracts.

- **On-site audits** — We review our highest-risk suppliers annually. Suppliers with whom we spend at least €100,000 per year, and who work for us in higher-risk territories, will be reviewed by independent auditors at least once every three years.

- **Pre-contract due diligence** — We request all significant potential suppliers that are in-scope for active management to complete a due-diligence questionnaire.

- **Ongoing monitoring** — All relevant suppliers are required to complete and update the labour standards questionnaire once every three years (unless they have been through an audit within the required time frame).

We recognise the important part that international business plays in the fight against corruption. In addition to our internal policies, our group compliance officer represents Springer Nature in the ICC UK Committee on Corporate Responsibility and Anti-Corruption Policy and contributed to the OECD/G20 Anti-Corruption Ethics and Compliance Handbook for Business.

If you see something – say something!
We encourage our employees and business partners, including authors, suppliers, editors and customers, who have questions or concerns about the way that Springer Nature is operating, to raise these with us as soon as possible. Our message is, “If you see something – say something”. Any person who does not want to raise their concerns with us directly can raise them via our Speak-Up system, a confidential whistleblowing system hosted for us by an independent company called Business Keeper AG. This system is monitored by our compliance officers and reports can be directed to an independent external ombudsperson. In 2017, the most common code of conduct concerns raised through this whistleblowing service related to conduct towards colleagues and others working at Springer Nature. All reports via our Speak-Up system or to our compliance officers are routinely reviewed, escalated where necessary and actions reported to senior leaders; semi-annual reports are provided to the supervisory board. Editorial and content integrity-related issues are passed to Springer Nature’s Research Integrity Group (discover more here).

Springer Nature is a responsible taxpayer and we recognise the need to contribute a fair share of tax in the jurisdictions in which we operate. The contribution we make to those jurisdictions includes corporate income, indirect and employment taxes. Our tax strategy for the year ended 31 December 2017 is published on our website.

Digital security and data protection
We aim to be data driven and customer centric, offering valuable services and insights to our customers and partners. We recognise the potential risks to customers, staff and company reputation if we don’t ensure the security and resiliency of our data and our systems.

We have established a number of technical and organisational measures designed to protect our systems, commercially sensitive information, and customer and staff data. Among others, these include embedding security first principles into our application development process, rolling out security initiatives at infrastructure and server-build level, defining an incident response protocol, and planning for disaster recovery scenarios.

General data protection regulation
To prepare for the new European general data protection regulation (GDPR) taking effect in May 2018, a dedicated team started working in 2016 to develop a Springer Nature data protection programme, based on and compliant with the GDPR, to be applied globally.

Springer Nature’s IT and data privacy teams aim to ensure that systems and processes are, by design and default, built on the principles of the GDPR. We have implemented data protection and information security policies and guidelines, developed templates and delivered training, assessed existing processes, and adopted technical measures and standards to comply with data-protection regulations and other relevant legislation around the world.
Reducing the impact of our operations

For 175 years, Springer Nature has promoted robust scientific research and, more recently, published books and journals dedicated to the emerging environmental challenges facing the world. We contribute to public debate by presenting facts on issues relevant to wider society in an impartial and accessible way. During 2017, research furthering the understanding of climate change effects, published in our flagship *Nature* journals, received international coverage in dozens of major media outlets².

For this, our first Responsible Business Report, we have conducted a detailed exercise to identify and understand Springer Nature’s main environmental impacts. This is complicated by the nature of our business. We do not manufacture products; our books and journals are printed by third-party suppliers. Nonetheless, as we continue to publish print materials, we recognise that the sourcing of paper used for our products is a relevant potential impact of our business. Our carbon footprint relates to energy used in our buildings and business travel. While we operate from more than 150 offices and warehouses around the world, as many buildings are leased rather than owned, so we are limited in our scope for reducing resource consumption through changes to the building fabric and equipment.

² Examples include:
- ‘Global risk of deadly heat’
- ‘Global warming and recurrent mass bleaching of corals’
- ‘Impacts and mitigation of excess diesel-related NOx emissions in 11 major vehicle markets’
Environmental governance
In 2017, we set up an environment committee, comprised of senior executives from across the business. This committee sets the direction for environmental management within Springer Nature and reports to the management board. A number of recommendations have been made, including identifying areas where Springer Nature could strengthen processes to enable reporting with greater accuracy and consistency in the future.

To better understand the scope for environmental performance improvement, a cross-company survey was introduced to identify opportunities at major sites. This work, and the creation of group-wide environmental reporting processes, are key steps for Springer Nature to improve our environmental impacts, with the intention to monitor and develop appropriate measures in future so we can take steps to reduce our carbon footprint.

Scope of environmental reporting
Following the 2015 merger that created Springer Nature, it has taken time to bring together disparate reporting systems, including those used in supply-chain operations and sourcing. Because of the complex nature of our supply chain, this process is not complete and we plan to refine our reporting approach in the coming years, to provide improved accuracy and transparency, enable us to compare data, and reflect evolving international reporting standards.

We have gathered environmental data from 47 core sites, including offices with more than 100 staff and sites representative of particular functions and geographies. We estimate these represent 79% of our total building area, 77% of our energy consumption and 86% of our headcount. We have aligned our carbon reporting approach to the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard. Data gathered from invoices and meter readings includes significant sources of energy consumption, such as electricity, natural gas, diesel (for back-up generators), district heating and fuel for fleet vehicles. We have also estimated fugitive emissions of F-gases from air conditioning systems. Data is extrapolated for all sites where Springer Nature has operational control, based on the data from our core sites and reported under scopes 1 and 2. For leased offices, where service charges are included within a flat fee, such as for smaller offices or those with shared systems, we report extrapolated figures as ‘leased building services’ in our scope 3 emissions. This item also includes electricity consumption for our outsourced data centres. Data from our travel suppliers covers an estimated 85% of emissions associated with flights and the remainder has been extrapolated from financial data, erring on the side of overestimation. We have limited data on rail travel and have not included it in

### COMPANY IMPACTS

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<td>Carbon impacts of energy transmission and distribution (scope 3 emissions)</td>
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<th>SUPPLY-CHAIN IMPACTS</th>
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<td>Utilities for serviced offices and sites (unmetered usage) and third-party data centres</td>
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1 Includes employees and subcontractors.
this year’s figures. We align our carbon calculation methodology for business flights to that of our largest travel management company, BCD.

Data on water and office paper consumption and waste generation is collected from the 47 core sites where available, and extrapolated for the rest of our portfolio. For water, most of the available data relates to metered tap water; purchases of large drums of bottled water for drinking and sourcing of water from bore wells are largely estimated.

Data on waste is also largely estimated, because general waste management is often provided as a service by the landlord of our leased sites and not measured. Data on consumption of office paper is drawn from invoices for the most part. In 2017, we began to gather environmental data relating to consumption of printing paper for producing books and journals, either purchased directly by us or on our behalf by our printing suppliers. In 2018, we will improve these processes with the aim of reporting a wider range of indicators in our next Responsible Business Report.

Key impact: paper use and sourcing
As a global publisher of scholarly books and journals, Springer Nature publications have, historically, been mostly printed. Today, an increasing proportion of our portfolio of content is distributed digitally. This is particularly seen in the research side of our business. Printed documents, however, are still vital to the way we deliver content. In our education and professional businesses, there is a continued need for textbooks and other physical curriculum materials, although digital product ranges are growing. Most of our printed journals and books are manufactured by third-party suppliers. We seek to ensure that paper and board used for products we publish are sourced responsibly.

In 2017, around 31,200 tonnes of paper were purchased for the manufacture of our printed items. Springer Nature is a member of the Book Chain Project, a joint initiative of more than 20 leading publishers, which supports publishers in understanding the origins of, and forest-management practices for, the wood fibre used in papers and boards. During the year, Springer Nature’s environment committee confirmed the company’s commitment to buying paper with certified content, starred 3 or 5 in the PREPs database wherever possible, in a renewed group-wide paper policy. We are auditing our current paper suppliers and will in future report on the proportion of paper used that meets this standard.

On the research side of the business, there has been a significant growth in print-on-demand for Springer Nature books and journals. This means that our products are only printed when they are ordered, reducing levels of waste and overall volumes of printing. We expect this trend to continue.

Key impact: travel
As part of a geographically dispersed and globally managed organisation, employees of Springer Nature travel regularly for work, including internationally. This helps to ensure that our business is well connected to the global research communities that we serve, as well as to maintain strong connections within our internal teams. We are aware of the carbon impacts of air travel, which comprises almost half our carbon footprint. A new global travel policy launched in 2017 includes consideration of alternatives to travel, and the class of travel to be chosen if alternatives such as remote conferencing are unsuitable. Additionally, our fleet comprises 8% of our carbon footprint, mainly from company cars but also delivery vehicles and buses for staff commuting in areas lacking public transport.

61%
We recycled or sent for reuse 61% of waste from our offices.

Our research journals and books publish important research about climate change and related issues. The forest density study, published in Nature in 2015, estimated that 15 billion trees are cut down each year.
We made significant investments in 2016 and 2017 into technology solutions to help reduce the amount of travel required and enable globally dispersed teams to work together more easily. Videoconferencing, messaging, chat and collaboration systems are used regularly to share information between teams. During 2017, Springer Nature staff spent more than 67,000 person hours using our most commonly accessed suite of online conferencing tools. These tools are complemented by our social intranet, Hive, which enables us to share information consistently and effectively across the globe. Between April 2016, when the Hive platform launched, and December 2017, the number of employees registered grew to more than 9,500, with active users more than doubling in that time. We continue to review our system roadmap to ensure we are using the right collaborative tools to meet our needs.

Energy and resource use at our sites
Like many office-based companies, electricity consumption accounts for the majority (84%) of the carbon emissions associated with our buildings. Consumption is highest in the UK, Germany and India, reflecting our global footprint. In the UK, we purchase high-quality renewable electricity for our largest sites, accounting for 18% of our global electricity consumption by buildings within our operational control. Our highest consumption of diesel in stationary installations is for back-up generators in India, which are used in the case of power outages. In 2017, we used approximately 8 cubic metres of water and approximately 1,650 sheets of office paper per person. We recycled or sent for reuse 61% of waste from our offices.

To strengthen our environmental management, we conducted a survey to identify which measures – such as LED lighting, behavioural change initiatives and heating/cooling adjustments – have already been implemented at our sites, which have been considered and rejected (and why), and the potential for other interventions. This survey has identified the good practice already in place and key areas to work on.

Reducing impacts of our offices
A major programme of refurbishment has been taking place at the Springer Nature campus in London, part of which is housed in a relatively energy-inefficient former industrial building. As a newly merged company, there was a need to create additional desk capacity in the central London hub. The changes have been made with efficiency in mind while improving the quality of the working environment, with additional informal and formal meeting and collaboration spaces providing staff with a choice of locations from which to work. Carbon emissions savings have been achieved through a combination of measures, including replacing leaky single-glazed windows with new air-tight, crittall-style windows and better roof insulation. Installation of a variable refrigerant flow (VRF) system reduces heat loss from the ventilation system. Presence detectors, intelligent light switching and zoning keep lighting at an appropriate level, switching off lights when areas are empty and making best use of daylight in areas close to windows. A building management system remotely controls and monitors the electrical plant that controls the heating and ventilation. Power is purchased through a cooperative buying consortium that focuses on electricity generated from renewable sources, backed by Renewable Energy Guarantees of Origin (REGOs). The London office also has bicycle storage, with space for more than 100 bicycles, to support sustainable commuting.

In June 2017, Springer Nature moved into its new Walmolen office in Houten, the Netherlands. A brand new energy-efficient build, the office has LED lighting throughout, a bicycle shed and showers to support commuting by bicycle, and a thorough recycling system with collections for paper, plastic and glass, and composting for coffee. An employee committee was appointed to advise on layout of the office with an open-plan design in mind, along with sufficient room for communal areas and discussion spaces, as well as concentrated working areas.

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4 The PREPs database, maintained by the Book Chain Project, assesses responsible forest sources for paper brands by analysing pulps to identify the tree species and the countries in which those trees were harvested.
5 Per person data includes both employees and subcontractors based at our ‘core’ sites.
6 Figure relates to 18 large offices for which we have reliable data.
RESPONSIBILITY TO THE COMMUNITY

Enabling access to education and science

While Springer Nature is a relatively new organisation, formed in 2015, it is built on the foundations of companies that have, for almost two centuries, been committed to advancing learning and discovery by publishing content that helps young minds to love learning, students to achieve better results, academic researchers to succeed and professionals to continue to develop through their careers.

The responsibility that Springer Nature has to the community extends beyond our own activity as a publisher.

We want to advance discovery by enabling access to equitable, quality education and science — to help curious minds develop and grow. Around the world we invest time and money in projects that share our aims and have a positive impact on society.

In 2017, the management board approved a new framework for our contributions to the community that draws together, under a common approach, programmes we support through financial or in-kind donations, or by encouraging our employees to volunteer their time. The framework explains how we will help people and communities to Discover, Learn and Achieve.

“We want to advance discovery by enabling access to equitable, quality education and science.”
Contributions to communities

In 2017, we gave more than €570,000 in donations and sponsorship to charities and organisations to support projects and programmes that align with our aims – this includes education projects, travel and child-care support for early-career researchers, mentoring programmes for academics and more. Our employees also gave time towards a variety of projects that align with our framework and support our local communities. In addition, we distributed resources such as books and office equipment, and provided free and low-cost access to some of our subscription journal content in developing countries; this was alongside other training and support services, as part of our membership of the Research4Life programme and collaborations with CGIAR and INASP. 2017 was the first year, since the merger that created Springer Nature, that we have centrally collected this information, using information from our central finance systems alongside a company-wide survey. We plan to refine our reporting in this area in future.

While there has been no company-wide policy on donations or sponsorships of this kind in the past, with different areas of the business free to choose whether to donate to projects of their choice, we found a large degree of consistency in the initiatives that our businesses are choosing to support. This has led us to develop a framework for future contributions to the community, to help us to be more strategic in these choices and to better articulate the impact we have in the communities we serve and the projects we work with. This is an area we know to be important to our employees and we plan to develop the framework further in 2018, including how we monitor its impact.
The John Maddox Prize for Standing up for Science

The John Maddox Prize, now in its sixth year, is a joint initiative of Nature, the charity Sense about Science and the Kohn Foundation. This prestigious prize, with a value of £2,000 to the recipient, recognises the work of individuals who promote sound science and evidence on a matter of public interest, facing difficulty or hostility in doing so. Sir John Maddox was the editor of Nature from 1966 to 1973 and from 1980 to 1995. This prize commemorates Sir John as a passionate and tireless communicator and defender of science.

In 2017, the John Maddox Prize was awarded to women's health champion Dr Riko Muranaka. A journalist and lecturer at Kyoto University, Dr Muranaka is recognised for her work championing the use of evidence in public discussions of the human papillomavirus (HPV) vaccine. Dr Muranaka’s work to put the evidence for the safety of the vaccine clearly before the public has continued in the face of attempts to silence her with litigation and undermine her professional standing. In persisting, she has tried to ensure that a scientific account of the weight of evidence is available not only for Japanese families but for public health globally.

Researchers and communicators who contest poor scientific thinking face a diverse range of challenges in professional, public and political realms. In 2017, with more than 100 nominations for 95 people from 25 countries, the John Maddox Prize judges took the unusual step of drawing attention to a number of shortlisted nominees – with their permission – to highlight the extent of these challenges and to ask institutions to consider how their own actions contribute to or improve problems in the communication of science and evidence.

At Springer Nature, our mission of furthering knowledge and learning doesn't begin and end with what we do at work; our staff care about education in a broader sense and believe that we can help affect change.

Since 2014, Springer Nature has partnered with Civitas Schools, supporting a Saturday school in London for children in the local area. Every Saturday, more than 30 children between seven and 11 years old gather at the Springer Nature campus for maths and English tuition. The school provides extra-curricular support for local children who would not ordinarily have access to it.

Springer Nature provides a space for the school to meet as well as funding for the three members of staff and a range of teaching resources. The need for this type of activity is especially important in the King's Cross area, close to the Springer Nature offices, where a high proportion of children have English as a second language and the number of pupils eligible for free school meals is nearly four times higher than the national average. Over recent years, Civitas has been able to track the progress of children attending the Saturday school and demonstrate that the children who attend make accelerated progress.

Justine Brian, Director of Civitas Schools, said, “The partnership with Springer Nature is enriching the lives and raising the aspirations of the children that attend our Saturday classes. Working with a partner who not only supports the teaching and learning but is also able to provide a quiet and convenient location for classes to take place is especially helpful.”

In addition to the school, staff on our London campus also volunteer their time and expertise to local causes, including hearing readers at a nearby primary school and providing one-on-one support at homework and coding clubs.

With a business focused on developing regions of the world, our education division supports community and school projects in several countries.

Outside the UK, our people are actively supporting causes that echo the core values of Springer Nature. In South Africa, Macmillan Education is helping local communities by providing resources to schools in low-income areas. Macmillan Education-funded reading trolleys and corners aim to create a conducive environment for literacy development that encourages children to engage with reading and build confidence in their reading comprehension. Reading trolleys and corners have been donated to 20 townships and rural schools in five provinces, impacting the lives of more than 15,000 learners.

Macmillan Education also supports Kingsway Secondary School in providing pastoral support for its pupils, including a scheme to provide nutritional meals to those from underprivileged backgrounds.

Vision for Literacy Business Pledge

Springer Nature has committed to tackling the UK’s literacy challenge and is proud to have signed the Vision for Literacy Business Pledge 2018, which was launched at the start of the year by the National Literacy Forum, a coalition led by the National Literacy Trust.
The Nature Awards for Mentoring in Science

Of all the activities that take place in the lab, perhaps the least remarked on and the least rewarded is that of the mentorship of young researchers. But mentoring is vitally important to help young scientists progress in their research and develop their professional capabilities. This is why, in 2005, Nature launched its annual awards for outstanding scientific mentorship that, each year, focus on recognising mentors in a specific country or region.

In 2017, the awards focused on Spain. Nature Research Group’s editor-in-chief, Sir Philip Campbell, who established the awards, said at the ceremony in Madrid, “These awards have taken place in 13 countries or regions, including the western United States, Nordic countries, South Africa, Japan and China. These are very varied cultures, and yet the key characteristics of outstanding mentors are remarkably similar. Spain’s great examples are no exception—they are extraordinary in their ability to nurture emerging scientists of great diversity.”

The Julius Springer Charitable Fund

Since 2004, the Julius Springer Charitable Fund (JSCF) has helped many people in tough situations by easing their financial burden with a donation. The grants the JSCF makes are divided into three target areas each year: individual people in need, projects in a chosen region where the company operates, and a medium-term-impact project chosen especially by the JSCF’s board members. The regional focus supports a specific project or group of people in that area from low socio-economic backgrounds, determined by, and with the help and engagement of, local Springer Nature colleagues. The regional focus for 2017 was South Africa.

In 2017, the JSCF helped, among many other individuals, Petra Hoffarth, a wheelchair user who was struggling to get around day to day, with a donation towards a customised car. Petra said, "Whenever I get in the car and have the option to drive wherever I want, I feel like a child on Christmas Eve."

Supporting local initiatives

Staff in Springer Nature’s Heidelberg office have held a Christmas market (Niklausmarkt) in support of local charities for many years. Staff make, donate and sell a wide variety of items to raise money for projects that have been nominated by colleagues. In 2017, more than €26,000 was raised for three local projects: Kinderplanet, a facility at the local hospital that cares for children with cancer and their families; Frauen Notruf, which develops action guides for schools to support young people who have been victims of sexual assault; and Aufwind Mannheim, which fights child poverty in Mannheim by giving struggling families basic supplies and promoting self-confidence among children.

Helping employees after the Mexico earthquakes

In September 2017, the Chiapas region of Mexico was struck by an earthquake measuring 8.2 on the Richter scale. With more than 600 colleagues based in Mexico, there was an immediate process activated to confirm that they were safe. While we were pleased to report that there were no fatalities or serious injuries among our colleagues, some did suffer damage to their homes, including a small number who were made homeless. In the immediate aftermath, Springer Nature created a special assistance fund for those colleagues who lost or suffered serious damage to their homes, to support them with rehousing and immediate repairs.

One Mexican colleague who received employee assistance funds said, “I appreciate the understanding and support I have had in these difficult days, from those who have dedicated their words, their time and their moral support to me. To the company: the help you have given us is an incentive to keep going and not give up, and to feel that neither I nor my family are alone.”

Charitable contributions from the JSCF since 2011 include:

• Sponsorship, over four years, of the SchlaU School in Munich, an education initiative established in 2004 devoted to young and unaccompanied refugees. Around 1,700 refugees have successfully graduated from the school.
• A SG$50,000 grant from Springer Singapore to help motivate ex-offenders to obtain education.
• US$50,000 towards university studies for five students from low-income backgrounds in specific challenging situations in the US.
• Sponsorship of 15 girls at Udayan Care Public Charitable Trust in India, including financial support and mentorship.
• Scholarships of €15,000 each to three students from Japan’s Fukushima region, following the tsunami and subsequent nuclear catastrophe.

Petra Hoffarth with her customised car, donated by the JSCF in 2017.

2017 John Maddox Prize winner, Dr Riko Muranaka.
DISCOVER MORE

Key data

This is the first time that Springer Nature, which was established in 2015, is reporting data on areas of our performance that reflect our corporate responsibility. We will develop these key indicators, alongside our strategy and goals, to best reflect our impacts as a business.

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1 Includes research journal and review article content only, published in fully open access journals or within hybrid journals. Excludes editorials and opinion pieces.

2 This figure includes energy used by sites where we have operational control, our serviced sites and data centres, and excludes properties leased by Springer Nature to third parties (estimated at 3.345MWh of energy usage, 2,395 tonnes of CO₂e).

3 This figure relates to renewable electricity purchased directly by Springer Nature. Our largest outsourced data centre also uses 100% renewable electricity.

4 Additionally, the ‘outside of scopes’ (‘biogenic’ part of biofuels) emissions are estimated at 86 tonnes.

5 Figure relates to typical office and warehouse waste streams and excludes recycling of unsold product and damaged production paper (estimated at around 2,000 tonnes) and recycling of construction wastes.

6 Figure is based on data for 18 of our largest offices. Data for our largest warehouses shows these mainly have paper and packaging waste, which is sent for reuse and recycling.

7 This estimated figure comes from group-wide research and information taken from financial systems, and includes funds given in donations and sponsorships to charities and non-profit organisations to support projects and programmes that align with our aims.

8 Out of 9,698 staff registered for eLearning, data is not captured for approximately 3,000 typesetting staff with no management responsibility; the Code of Conduct is shared with these staff via other means.

<table>
<thead>
<tr>
<th>Key information</th>
<th>2017</th>
</tr>
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<tbody>
<tr>
<td><strong>Economic</strong></td>
<td></td>
</tr>
<tr>
<td>Revenue (€ billion)</td>
<td>1.64</td>
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<table>
<thead>
<tr>
<th><strong>Our research content</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Proportion of content published immediate (gold) open access¹</td>
<td>30%</td>
</tr>
<tr>
<td>Number of fully open access journals</td>
<td>597</td>
</tr>
<tr>
<td>Number of fully open access books</td>
<td>137</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>People</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of full-time employees (headcount)</td>
<td>12,988</td>
</tr>
<tr>
<td>Number of full-time employees (FTE)</td>
<td>12,625</td>
</tr>
<tr>
<td>Number of employees by continent (headcount):</td>
<td></td>
</tr>
<tr>
<td>Europe</td>
<td>5,037</td>
</tr>
<tr>
<td>North America</td>
<td>873</td>
</tr>
<tr>
<td>Latin America</td>
<td>864</td>
</tr>
<tr>
<td>Asia</td>
<td>5,798</td>
</tr>
<tr>
<td>Africa</td>
<td>245</td>
</tr>
<tr>
<td>Oceania</td>
<td>171</td>
</tr>
<tr>
<td>Gender split: management board</td>
<td>83%</td>
</tr>
<tr>
<td>Gender split: tiers 2 and 3</td>
<td>58%</td>
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<table>
<thead>
<tr>
<th><strong>Environment</strong></th>
<th></th>
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<tbody>
<tr>
<td>Total energy (MWh)²</td>
<td>32,622</td>
</tr>
<tr>
<td>Renewable energy (MWh)³</td>
<td>3,715</td>
</tr>
<tr>
<td>Greenhouse gas emissions (tonnes CO₂e)⁴</td>
<td></td>
</tr>
<tr>
<td>Scope 1</td>
<td>5,079</td>
</tr>
<tr>
<td>Scope 2</td>
<td></td>
</tr>
<tr>
<td>location-based emissions</td>
<td>12,368</td>
</tr>
<tr>
<td>market-based emissions</td>
<td>10,540</td>
</tr>
<tr>
<td>Scope 3⁵</td>
<td>24,763</td>
</tr>
<tr>
<td>Flights</td>
<td>20,751</td>
</tr>
<tr>
<td>leased building services (market-based emissions)</td>
<td>1,848</td>
</tr>
<tr>
<td>transmission and distribution of energy</td>
<td>2,164</td>
</tr>
<tr>
<td>Total water usage (m³)</td>
<td>109,420</td>
</tr>
<tr>
<td>Total waste production (t)⁷</td>
<td>1,140</td>
</tr>
<tr>
<td>% recycling of office waste⁸</td>
<td>61%</td>
</tr>
<tr>
<td>Office paper (t)</td>
<td>104</td>
</tr>
<tr>
<td>Production paper (t)</td>
<td>31,201</td>
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<table>
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<tr>
<th><strong>Social impact</strong></th>
<th></th>
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<tbody>
<tr>
<td>Cash donations and sponsorship (€ thousands)⁷</td>
<td>€578</td>
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<tr>
<th><strong>Compliance</strong></th>
<th></th>
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<tbody>
<tr>
<td>% of staff undertaken Code of Conduct training⁴</td>
<td>95%</td>
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</table>
How we report
Our Responsible Business Report focuses on performance and activities from 1 January to 31 December 2017. It includes some case studies and other stories that, in some cases, refer to activities that began before 2017, where these are ongoing projects or are otherwise still relevant to work we did in 2017 or to our most material issues.

In 2017, we created a Springer Nature responsible business governance framework to set, drive and monitor the responsible business strategy.

Springer Nature formed in 2015 and 2017 is our first reporting year. Our approach to reporting will be refined and developed in 2018, based on what we have learned and feedback from our key stakeholders.

We undertook a materiality process to determine the key issues to address in this report. We sought input from sustainability professionals, strategy and market intelligence teams within Springer Nature, and others who work closely with our external stakeholders to advise on the material issues. The report includes those deemed to be of high or medium materiality for Springer Nature, when considering stakeholder concern and impact on our business. The list of issues was reviewed and adapted at various points of the year to ensure that it remained responsive to emerging stakeholder concerns.

Responsible business governance framework

<table>
<thead>
<tr>
<th>SPRINGER NATURE SUPERVISORY BOARD</th>
<th>MANAGEMENT BOARD AND EXECUTIVE SPONSOR (CEO)</th>
</tr>
</thead>
<tbody>
<tr>
<td>CULTURE, VALUES AND COMMUNITY COMMITTEE</td>
<td>ENVIRONMENT COMMITTEE</td>
</tr>
<tr>
<td>Review and respond to material issues</td>
<td>Review material issues, identify owners and set action plans</td>
</tr>
<tr>
<td>Create and communicate framework for contributions</td>
<td>Embed data collection processes and metrics</td>
</tr>
<tr>
<td>Advise on reporting content</td>
<td>Advise on reporting content</td>
</tr>
<tr>
<td>Explore opportunities to involve staff</td>
<td>Explore opportunities to involve staff</td>
</tr>
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</table>

**SUMMARY MATERIAL ISSUE**

<table>
<thead>
<tr>
<th>SECTION</th>
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<tbody>
<tr>
<td>Commitment to sound science and research integrity</td>
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<tr>
<td>Employee talent and retention, diversity and inclusion</td>
</tr>
<tr>
<td>Employee and business partner conduct</td>
</tr>
<tr>
<td>Innovations in product management and the supply chain</td>
</tr>
<tr>
<td>Regulatory compliance</td>
</tr>
<tr>
<td>Resource management: paper, energy and waste</td>
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</tbody>
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